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CLAIM AMENDMENTS

Please cancel claims 1-24 and add new claims 24-48 as follows:

1. - 24. (Canceled)

25. (New) A method of automating customer assistance associated with a machine, comprising the steps of:

collecting machine data in a database associated with said machine;

creating a document containing said machine data;

transmitting said document over a data network to a remote enterprise from said machine utilizing communication equipment associated with said machine;

processing said document at said remote enterprise; and

proceeding with one of the following while said remote enterprise is interacting telephonically with a customer:

i) providing said customer with corrective action for said machine;

ii) transmitting corrective action over said data network directly to said machine;

iii) escalating said fault analysis to an advanced customer support unit within said remote enterprise.

26. (New) The method of claim 25 wherein said machine data is collected automatically by sensors or software associated with said machine.

27. (New) The method of claim 26 wherein said machine data is collected upon recognition of a malfunction by said sensors or software.

28. (New) The method of claim 25 wherein said machine data includes at least one of the group comprising: machine identity, machine location, machine usage history, error codes, customer identification.

29. (New) The method of claim 27 wherein said document is transmitted to said remote enterprise automatically by said machine.

30. (New) The method of claim 27 wherein said document is transmitted to said remote enterprise concurrently with a customer initiating communication telephonically with said remote enterprise.

31. (New) The method of claim 29 wherein said remote enterprise processes said document prior to communicating with a customer associated with said machine.

32. (New) The method of claim 31 wherein said machine data includes at least one of the group comprising: machine identity, machine location, machine usage history, error codes, customer identification.

33. (New) The method of claim 28 wherein said document is processed at said remote enterprise for fault analysis of said machine.

34. (New) The method of claim 33 further comprising the step of:
interacting telephonically with a customer associated with said machine after said document is processed at said remote enterprise.

35. (New) The method of claim 34 wherein said document is formatted in an object description language prior to transmission over said data network.

36. (New) A method of automating customer assistance associated with a machine, comprising the steps of:

collecting machine data in a database associated with said machine, wherein said machine data is collected automatically by sensors or software associated with said machine;

creating a document containing said machine data;

transmitting said document over a data network to a remote enterprise from said machine utilizing communication equipment associated with said machine; and

proceeding with one of the following while said remote enterprise is interacting telephonically with a customer:

i) providing said customer with corrective action for said machine;

ii) transmitting corrective action over said data network directly to said machine;

iii) escalating said fault analysis to an advanced customer support unit within said remote enterprise.

37. (New) The method of claim 36 wherein said machine data includes at least one of the group comprising: machine identity, machine location, machine usage history, error codes, customer identification.

38. (New) The method of claim 37 wherein said document is transmitted to said remote enterprise concurrently with a customer initiating communication telephonically with said remote enterprise.

39. (New) The method of claim 38 further comprising the step of:

processing said document at said remote enterprise utilizing a remote enterprise database of corrective actions.

40. (New) The method of claim 39 wherein said document is processed at said remote enterprise for fault analysis of said machine.

41. (New) The method of claim 40 wherein said remote enterprise processes said document prior to communicating with a customer associated with said machine.

42. (New) The method of claim 41 further comprising the step of:
interacting telephonically with a customer associated with said machine after said document is processed at said remote enterprise.

43. (New) The method of claim 42 further comprising the step of:
requesting additional data from said machine by said remote enterprise over said data network.

44. (New) The method of claim 42 wherein said document is formatted in an object description language prior to transmission over said data network.

45. (New) A method of automating customer assistance associated with a machine, comprising the steps of:

collecting machine data in a database associated with said machine, wherein said machine data is collected automatically by sensors or software associated with said machine upon recognition of a malfunction in said machine;

creating a document containing said machine data;

transmitting said document over a data network to a remote enterprise from said machine utilizing communication equipment associated with said machine, wherein said machine data is transmitted automatically to said remote enterprise without user input;

processing said document at said remote enterprise; and

proceeding with one of the following while said remote enterprise is interacting telephonically with a customer:

- i) providing said customer with corrective action for said machine;
- ii) transmitting corrective action over said data network directly to said machine;
- iii) escalating said fault analysis to an advanced customer support unit within said remote enterprise.

46. (New) The method of claim 45 wherein said machine data includes at least one of the group comprising: machine identity, machine location, machine usage history, error codes, customer identification.

47. (New) The method of claim 46 wherein said document is formatted in an object description language prior to transmission over said data network.

48. (New) The method of claim 47 wherein said remote enterprise processes said document prior to communicating with a customer associated with said machine.